



## FREQUENTLY ASKED QUESTIONS

about Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust partnership with GoodSAM

~ for Members of the Public ~

### What is GoodSAM?

GoodSAM is a community of first aid trained Responders, willing to assist during a cardiac arrest. Many are off duty doctors, nurses, paramedics and other members of the emergency services. GoodSAM has been endorsed by the Resuscitation Council UK.

GoodSAM has developed two apps - **GoodSAM Responder** and GoodSAM Alerter. When a suspected cardiac arrest call is received by NIAS control, this information is sent to GoodSAM, who automatically notify nearby GoodSAM Responders of the medical emergency via the GoodSAM Responder app. This is a computerised process and happens instantaneously. Both apps are free to download on all smartphones.

The GoodSAM Responder platform is integrated with most UK Ambulance Services, meaning that every time a call is received for an out of hospital cardiac arrest or a patient choking with ineffective breathing, the nearest GoodSAM Responders are notified. GoodSAM connects those in need, with those who have the skills to provide critical help before the emergency services arrive.

NIAS do not use the GOODSAM Alerter app. The Alerter app allows bystanders or patients to contact the emergency services, and at the same time generate an alert to the GoodSAM community directly. It is intended for use in areas where there is no Ambulance Service or in areas that are very rural. The purpose of having this app is that it calls 999 when the alerter presses the 'Alert' button, and also at the same time alerts the closest GoodSAM Responders to the scene.

### How is Northern Ireland Ambulance Service (NIAS) HSC Trust collaborating with GoodSAM?

NIAS have been working in partnership with GoodSAM, to improve the chances of survival for patients who experience a cardiac arrest, since July 2019 when NIAS staff registered as GoodSAM Responders were activated. In NI, you have less than a 1 in 10 chance of surviving an out of hospital cardiac arrest and our bystander CPR rate is only 60%. The NIAS/GoodSAM partnership aims to increase these figures by alerting nearby trained Responders to those in

cardiac arrest, to provide assistance until the ambulance service arrives.

GoodSAM connects those in need, with those who have the skills to provide critical help before the emergency services arrive.

### **How does GoodSAM make sure that Responders are suitably qualified?**

Governance is paramount. Putting this at the heart of GoodSAM has enabled services around the world to have confidence in the platform. All Responders have ID and certification verification of qualifications. When qualifications expire, Responders must renew their certification or they are no longer alerted. This ensures that only current and qualified Responders are a part of the GoodSAM community. All Responders attending an incident, can be tracked and communicated with in real time. A Code of Conduct has been developed with Ambulance Services which has been modified for local specifics. The Code of Conduct is at the end of this document.

### **How does the GoodSAM partnership with the Northern Ireland Ambulance Service work?**

The GoodSAM system does not replace NIAS, but complements it, as ambulance crews will always be dispatched in the usual way. The lifesaving community of GoodSAM Responders can be automatically alerted, directly from a 999 call via NIAS Computer Aided Dispatch service. This means that when someone dials 999 and reports a patient as 'not conscious and not breathing', in addition to dispatching an ambulance, nearby responders are also alerted. By arriving a few minutes before the ambulance and undertaking good quality CPR, it is hoped this will improve survival rates from out of hospital cardiac arrests.

### **How does GoodSAM make a difference?**

GoodSAM is based on the theory that, in the same way you are rarely more than 5 metres from a spider, you are probably rarely more than a few hundred metres from someone trained in basic life support. GoodSAM is there to alert them. This is particularly important in cardiac arrest situations, as for every minute someone who is in cardiac arrest does not receive CPR or defibrillation, their chances of survival fall by 10%. It is not possible to have enough ambulance resources to be on scene and able to provide treatment within a couple of minutes. Therefore, it is important to alert people with the right life support skills, who are in the immediate vicinity of the patient, to start CPR until ambulance personnel arrive. Fast response = fast CPR = fast defibrillation = greater chance of survival, together they form the Chain of Survival.

### **Where is GoodSAM being used?**

GoodSAM works globally, but the highest densities of responders are in the UK, Ireland, USA/Canada, Australia, New Zealand and South Africa - particularly in regions where local ambulance services have integrated with the platform. GoodSAM is directly integrated into the

999 dispatch systems of most UK Ambulance Services, in the same way as NIAS.

## **How is GoodSAM funded?**

GoodSAM is a social enterprise developed in close collaboration with the UK Ambulance Services. In order to cover costs, GoodSAM charges a service fee to Ambulance Services who wish to integrate the GoodSAM platform with their 999 Computer Aided Dispatch systems, in order to generate alerts to GoodSAM Responders. GoodSAM has also benefitted from funding from the Cabinet Office and Big Lottery Fund, to allow the platform to continue to innovate and support rollout across the whole of the UK. There is no cost to Responders or Alerters.

## **As a member of the public, can I register to be a GoodSAM Responder?**

Those aged over 18, who are trained as a minimum in basic first aid (with the ability to hold an airway open and perform CPR) and above, are encouraged to join the GoodSAM community. The greater the number of trained Responders, the greater chance more lives can be saved across NI.

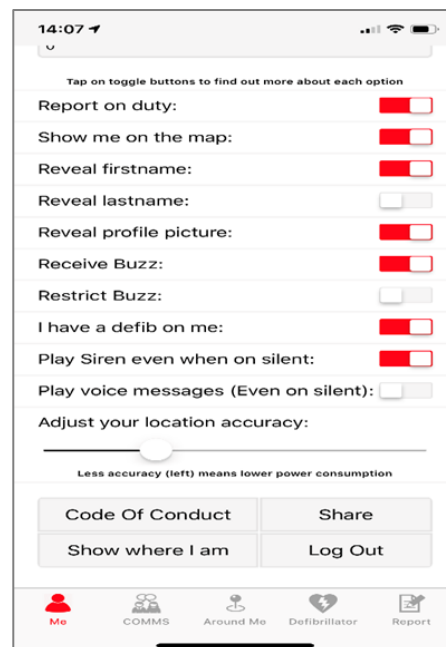
From 7<sup>th</sup> February 2023, anyone registered as a GoodSAM Responder may be alerted to a nearby cardiac arrest. Public GoodSAM Responders include both Health Care Professionals and lay members of the public. They are verified by GoodSAM or their own partner agency, but will have a minimum of Basic Life Support training and have signed up to join our Community of Lifesavers and potentially attend nearby suitable cardiac arrest calls. The greater the number of trained Responders, the greater chance more lives can be saved across NI.

## **What happens after I have registered?**

Your application will be verified if all of the supporting information has been completed. Log in to the app and click the appropriate tabs in the 'Me' section of the bottom toolbar. Select 'Report on Duty', 'I have a defib on me' (if applicable) and any other tabs that are appropriate (see image below). **You will not receive alerts if you have not selected report on Duty.**

The application will then be live and run in the background of your phone (whether the app is open or not).

In order for the app to function properly it needs to have access to your location in the background, and be able to send you push notifications when help is requested nearby. Please allow background location access and push notifications. The accuracy of the location services can be adjusted from the "ID" tab which is the first tab from the left in the GoodSAM App. If the slider is all the way to left, we only use triangulation and this uses less than 1% of your battery. If the accuracy is all the way to the right, it switches on GPS which can be power hungry and is not recommended.

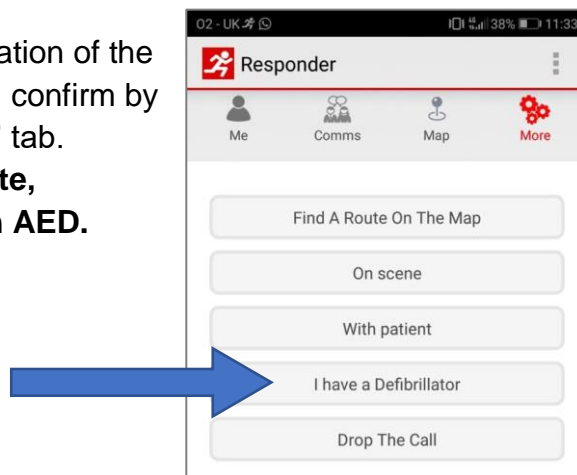


## What will happen when I am alerted?

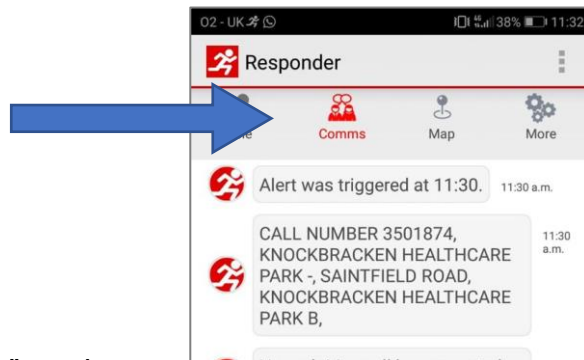
When NIAS receives a previously agreed call, this information is sent instantly to GoodSAM, who automatically notify all nearby GoodSAM Responders who have selected 'report on duty' on the app of the medical emergency. **Only the calls that are covered by GoodSAM will be sent to you via the GoodSAM Responder app, and only if you are nearby.**

1. Your phone will sound a siren when you are being alerted to a nearby incident.
  - 🚨 Accept the alert, if you're able to attend.
  - 🚨 Reject the alert if you are unable to attend.
  - 🚨 If you do not respond, the alert will disappear from the phone after 15 seconds.

2. If you accept the alert, a map appears with the location of the patient and the nearest AED. If you have an AED, confirm by pressing the 'I have an AED' button under the 'Me' tab. **Unless you are directly passing an AED en route, proceed immediately to the address without an AED.**



- To find out the address of the call, rather than the map, click the 'Comms' button on the main menu bar.



- When you arrive at the location confirm "On Scene", under the 'Me' section of the toolbar.
- Introduce yourself "My name is... and I am a GoodSAM Responder and have been alerted while the Ambulance is on its' way. Would you like me to assist?".
- Commence appropriate first aid until the Ambulance arrives. If needed, start CPR and use a defibrillator if there is one available.
- Provide a brief history and treatment given to the ambulance personnel when they arrive.
- Fill in the details of the incident in the inbuilt 'Mission Log' report. Like any clinical interaction, it is essential you keep a record of what happened and what you did. GoodSAM provide this in the form of a Mission Log, which you have access to after your account has been activated.

10:34 4G

Patient Detail > Nature of Event > Interventions >

Please follow this step by step form and provide any known information:

Patient Name:

Patient Age:

Patient Gender:  
 Male  
 Female

- Medical Emergency:   
 - Trauma Emergency:

< Back      Next >

Me   COMMS   Around Me   Defibrillator   Report

10:34 4G

Patient Detail > Nature of Event > Interventions >

- Jaw Thrust:   
 - Chin Lift:   
 - Nasopharyngeal:   
 - Oropharyngeal:   
 - Intubation:

Other Interventions:

Position:  
 Lateral (on side)  
 Lie down - legs elevated

Defibrillation:

AED not available  
 AED not required

Number of Shocks:

CPR:

Me   COMMS   Around Me   Defibrillator   Report

10:34 4G

Patient Detail > Nature of Event > Interventions >

Emergency:

Cardiac Arrest  
 Chest Pain

Please specify if selected Other

Prior Care:

CPR  
 CPR and AED

Airway:

Complete Obstruction  
 Partial Obstruction/Snoring

Breathing:

Yes - Laboured  
 Yes - Minimal

Me   COMMS   Around Me   Defibrillator   Report

## **As a GoodSAM Responder, do I have to go?**

There is no obligation for you to attend an alert. Additionally, there is no liability for not attending an alert. If you do not acknowledge or reject an alert, the alert will disappear from your phone after 15 seconds.

## **What equipment do I need?**

Your skills rather than equipment, are the most important thing you can bring - the ability to hold an airway open and perform CPR.

## **Will I be required to travel far to reach a patient?**

**No!** The application will only alert you if you are within **500 metres** of a casualty and you are expected to walk to the patient. The GoodSAM app is about providing immediate medical intervention to a nearby patient before an ambulance arrives, there is no expectation that you would be required to drive to a scene or do so under emergency conditions. If you need to drive to the location, then you must follow the rules of the road with no exemptions.

## **What if I think the call or area is not safe?**

The app will provide you with initial details about the call, the only alerts you will receive are to those patients who are suspected to be in cardiac arrest only.

You will not knowingly be alerted to higher risk calls such as overdoses or assaults. The GoodSAM app is over and above the NIAS normal ambulance response, so if you do not feel able to attend, click reject when you receive the alert. There is no obligation to accept the alert. You may be sent a '**Stand Down**' message via the app as the call progresses, if control staff deem it is unsuitable. If you are not happy to attend as you have local knowledge of the specific area and do not feel safe to attend, then please reject the call, an ambulance will be on its way.

## **What is the liability for Responders?**

By attending an alert, Responders are voluntarily acting in good faith. As there is no complete protection from litigation for performing a Good Samaritan act, GoodSAM has developed a Code of Conduct which all GoodSAM Responders are expected to follow (see Appendix 2). The Code contains 'common sense' guidelines such as not to go beyond their own trained skill set. By following the GoodSAM Code of Conduct, the chance of successful litigation is extremely small. The Medical Protection Society have stated that "The MPS considers that the action of **members** acting as Responders to the GoodSam alert will fall within our definition of a Good Samaritan act, provided that the **member** complies with the GoodSam Code of Conduct".

In addition to the liability cover provided by the Department of Health (DoH)NI as a GoodSam Responder, the DoHNI is prepared to underwrite the costs associated with any legal claim for damages made against NIAS (including injury to the responder himself/herself) as the organisation responsible for alerting GoodSAM that there has been a suspected cardiac arrest incident. It should be noted that cover will start from the time that a volunteer indicates on the GoodSAM App that they have accepted the call.

### **Does the app require lots of mobile data?**

Being alerted about an incident and accepting the alert, is no different to spending time on social network sites or other mobile apps. The GoodSAM app can provide mapping directions to the location of the casualty, and this will utilise mobile data to provide you with a route. Once you have reached the scene location, your GPS data will automatically stop so as not to use your mobile data allowance. It will triangulate your position instead.

### **How do I find out more?**

Further information on GoodSAM can be found by scanning this QR code, checking the website at [www.goodsamapp.org](http://www.goodsamapp.org) or by contacting the NIAS Community Resuscitation Team – [resus.admin@nias.hscni.net](mailto:resus.admin@nias.hscni.net).



## GoodSAM Code of Conduct

The purpose of the GoodSAM App is to enable immediate life-saving assistance prior to the statutory ambulance service arriving. It is imperative that responders providing Good Samaritan acts do not delay transfer to definitive care. As such, the following code of conduct containing basic rules has been established:

- ✚ A responder must ensure that their knowledge and skills are current. If formal certification is out of date then acting as a responder must NOT occur.
- ✚ A responder must arrive by foot. Only in especially remote locations should driving to a location be considered and the rules of the road apply fully. Since not officially dispatched, speeding or blue light driving is not allowed.
- ✚ A responder should only respond if fully alert and prepared (do not respond if e.g. alcohol has been consumed).
- ✚ A responder MUST NOT go outside of his / her skill set. BASIC LIFE SUPPORT and AED use are all that should be provided when appropriate.
- ✚ Upon arrival of the statutory emergency services, care MUST be handed over immediately.
- ✚ The respondent must ensure that their knowledge and skills are current and that they have undertaken a formal certified course in immediate life support/first aid and that such certification remains valid. If such certification lapses then a respondent should deregister from the service until it has been renewed.